



OFFICE OF THE STATE CHIEF INFORMATION OFFICER

J. Clark Kelso
Chief Information Officer

July 12, 2005

Dear Friends,

Over the last several years, we have been steadily working to improve the Executive Branch's information technology program. This has been a collaborative effort involving literally hundreds of the State's programs and IT leaders and staff. We have benefited from consultations with other public sector Chief Information Officers, and we have spent a great deal of time consulting with IT experts and leaders in the private sector to ensure that our own improvements track developments and lessons learned elsewhere.

An information technology program as large as the Executive Branch's is an inherently complex undertaking and brings with it certain unavoidable risks. There will always be bumps in the road and lapses of one sort or another. But I believe it is important to recognize improvements and achievements when they occur, and I am pleased to report several very significant recent developments:

- **Adoption of the California State Information Technology Strategic Plan (enclosed).** The plan, adopted by the Information Technology Council in November 2004 (for information about the IT Council, see www.cio.ca.gov) guides the acquisition, management and use of technology within the Executive Branch of State government for the next five years (2005–2009). The ideas and contents of the plan have been under development and consideration for over two years and represent the collective research and judgment of scores of IT leaders.
- **Creation of the New “Department of Technology Services.”** Consistent with the strategic plan's goals of consolidating the management of the Executive Branch's IT infrastructure, effective July 9, 2005, we have merged the State's two general-purpose data centers, the Stephen P. Teale Data Center and the Health and Human Services Data Center, along with the Office of Network Services from the Department of General Services. The resulting entity, the “Department of Technology Services,” will provide the Executive Branch with cost-effective and secure technology and telecommunications services. In the context of the merger, we are adopting a more “customer-oriented” mission and philosophy to govern the Department of Technology Services. For more information, visit the website at www.dts.ca.gov.

- **Execution of Strategically-Sourced Contracts for Personal Computing IT Hardware.**
The State has at times had difficulty in procuring IT systems and services. With the support and leadership of the Department of General Services, a new acquisition model – a collaborative and fully engaged model – is now emerging for major IT purchases. The new statewide contracts for personal computers, monitors, laptops, printers and other peripheral devices offer a great combination of significant savings, excellent quality and a first for the State: common configurations established with the active assistance of the Information Technology Council's Acquisitions Committee. It is estimated that California could save \$22 million a year on IT hardware purchases using these new contracts. For more information, visit the DGS's strategic sourcing website at www.pd.dgs.ca.gov/StratSourcing/contractsindex.htm.

There are many other initiatives underway to implement our strategic plan. Significant work has begun to establish an Enterprise Architecture for the Executive Branch's operations and IT systems. We are working on an approach and plan to take the State's web pages to the next level of services, functionality and sophistication. We are examining opportunities to improve the State's "back office" systems that support such fundamental functions as budgeting, accounting, human relations and procurement. We are examining ways of better securing our information technology systems and the information of which we are the custodians. We are working to assure we develop and build a skilled information technology workforce to meet the needs and challenges of supporting a large and complex organization. And we are constantly striving to ensure that major IT projects remain on track. You can track our progress on many of these initiatives on the CIO website (www.cio.ca.gov) under "IT Strategic Plan."

Our ultimate goal is a simple one: We want to do IT right. We have made substantial improvements on a number of fronts, but much more work remains to be done. If you have questions or comments about the Executive Branch's IT program, please do not hesitate to contact me or visit my website at www.cio.ca.gov.

Sincerely,



J. Clark Kelso
Chief Information Officer
State of California

1 Enclosure: *California State Information Technology Plan - November 2004*